



DEPARTMENT OF EDUCATION

Docket No.: ED-2014-ICCD-0088

Agency Information Collection Activities; Comment Request; Master Generic Plan for Customer Surveys and Focus Groups

AGENCY: Department of Education

ACTION: Notice

SUMMARY: In accordance with the Paperwork Reduction Act of 1995 (44 U.S.C. chapter 3501 *et seq.*), ED is proposing an extension of an existing information collection. Department of Education as part of its continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on the “Master Generic Plan for Customer Surveys and Focus Groups” for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*). This collection was developed as part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery. This notice announces our intent to submit this collection to OMB for approval and solicits comments on specific aspects for the proposed information collection.

A copy of the supporting statement is available at www.regulations.gov (see Docket ID ED-2014-ICCD-0088).

DATES: Consideration will be given to all comments received by [Insert date – 60 days after publication in FR].

ADDRESSES: Comments submitted in response to this notice should be submitted electronically through the Federal eRulemaking Portal at <http://www.regulations.gov> by selecting Docket ID number ED-2014-ICCD-0088 or via postal mail, commercial delivery, or hand delivery. If the regulations.gov site is not available to the public for any reason, ED will temporarily accept comments at ICDocketMgr@ed.gov. *Please note that comments submitted by fax or e-mail and those submitted after the comment period will not be accepted; ED will ONLY accept comments during the comment period in this mailbox when the regulations.gov site is not available.* Written requests for information or comments submitted by postal mail or delivery should be addressed to the Director of the Information Collection Clearance Division, U.S. Department of Education, 400 Maryland Avenue, SW, LBJ, Mailstop L-OM-2-2E319, Room 2E105, Washington, D.C. 20202.

FOR FURTHER INFORMATION CONTACT:

For specific questions related to collection activities, please contact Stephanie Valentine, 202-401-0526.

SUPPLEMENTARY INFORMATION:

Title: Master Generic Plan for Customer Surveys and Focus Groups

OMB Control Number: 1800-0011

Type of Review: An extension of an existing information collection.

Respondents / Affected Public: Individuals or households

Total Estimated Number of Annual Responses: 451,322

Total Estimated Number of Annual Burden Hours: 115,344

Projected average estimates for the next three years:

Average Expected Annual Number of activities: 70

Average number of Respondents per Activity: 500

Annual responses: 451,322

Frequency of Response: Once per request

Average minutes per response: .08

Burden hours: 115,344

Abstract: Surveys to be considered under this generic will only include those surveys that improve customer service or collect feedback about a service provided to individuals or entities directly served by ED. The results of these customer surveys will help ED managers plan and implement program improvements and other customer satisfaction initiatives. Focus groups that will be considered under the generic clearance will assess customer satisfaction with a direct service, or will be designed to inform a customer satisfaction survey ED is considering. Surveys that have the potential to influence policy will not be considered under this generic clearance.

Dated: June 11, 2014

Stephanie Valentine, Acting Director
Information Collection Clearance Division
Privacy, Information and Records Management Services
Office of Management

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